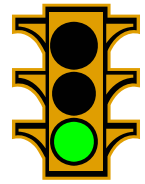


MEMBER SERVICES DIVISION DASHBOARD

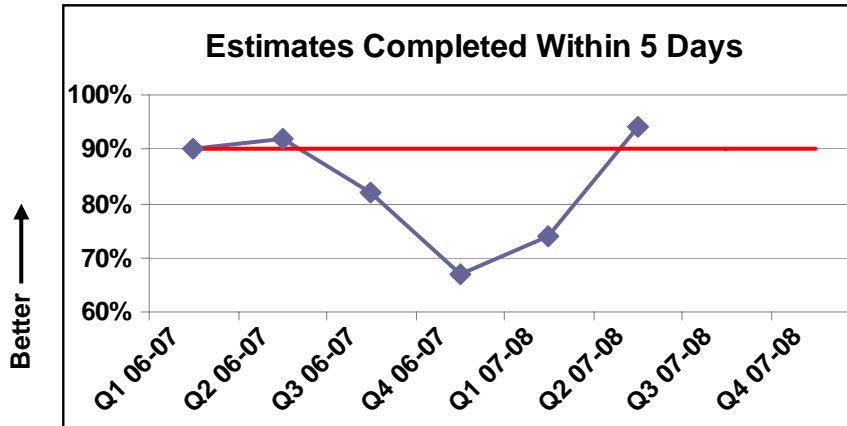


STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of workable estimates completed within 5 days of receipt.



Target: 90%

Year	Q1	Q2	Q3	Q4
2007-08	74%	94%		
2006-07	90%	92%	82%	67%

INITIATIVES: *Improve Customer Service*

Initiatives	Milestones
<ul style="list-style-type: none"> Fill Estimate Unit positions immediately upon vacancy. Assist with technology enhancements. Assess staff capacity. Implement additional marketing and communication for members to better utilize self-service tools. 	<p>By June 30, 2008:</p> <ul style="list-style-type: none"> Complete online and system technology enhancements. Complete PSR documentation of business requirements. Continue training, marketing and communications.

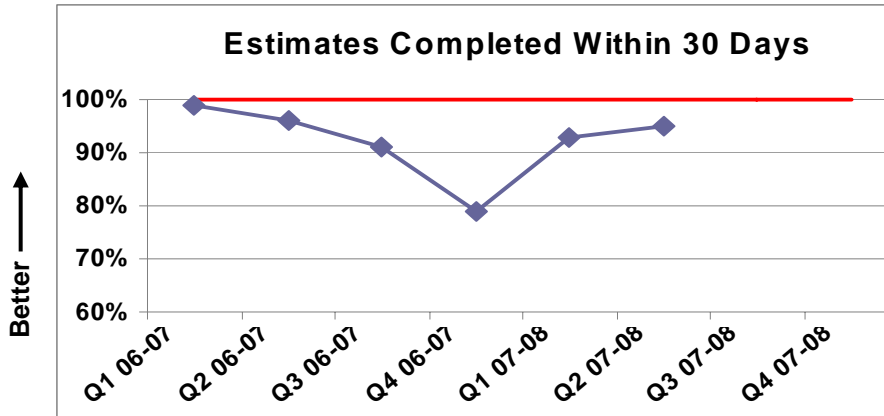
COMMENTS:

- This table represents the percentage of retirement estimates that were completed within 5 days of receipt.
- Training of new staff has positively impacted the completion rate of estimates and improved our customer service.
- The volume of estimates that require staff intervention has averaged 34% in both the 1st and 2nd quarters of 2007-08. The average in prior years has been about 24%.



STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost effective manner.



INITIATIVES: Improve Customer Service

Initiatives	Milestones
<ul style="list-style-type: none"> Fill Estimate Unit positions immediately upon vacancy. Assist with technology enhancements. Assess staff capacity. Implement additional marketing and communication for members to better utilize self-service tools. 	<p>By June 30, 2008:</p> <ul style="list-style-type: none"> Complete online and system technology enhancements. Complete PSR documentation of business requirements. Continue training, marketing and communications.

MEASURE:

Percent of workable estimates completed within 30 days of receipt.

Target: 100%

Year	Q1	Q2	Q3	Q4
2007-08	93%	95%		
2006-07	99%	96%	91%	79%

COMMENTS:

- This table represents the percentage of retirement estimates that were completed within 30 days of receipt.
- The processing of estimates in both retirement date order and received date order has been fully implemented. This has improved our customer service by providing more timely estimates, as requests with earlier retirement dates will normally be completed before requests with later retirement dates.
- The estimates requiring staff intervention has averaged about 24% in prior years. In both the 1st and 2nd quarters of 2007-08 this workload has averaged 34%. Staff has put in extra hours to improve the 30-day completion rate even while experiencing a significant increase in this time consuming workload.
- We recently upgraded two positions allowing us to allocate more resources toward these more complex estimates.
- We are continuing progress toward implementing technology enhancements that will allow the system to automatically complete some types of retirement estimates that currently comprise this workload.